T··Mobile·

Welcome

Start Guide

SAMSUNG Galaxy J3 Prime

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My Carrier

This guide provides you with the information you need to get started. For more information and additional support, please visit **t-mobile.com/support/** where you can:

- Register at **my.t-mobile.com/** to check your minutes, pay your bill, upgrade your phone, and change your rate plan.
- Review your device's User Manual and troubleshooting FAQs.
- View the latest troubleshooting solutions in the Support Forums or ask a question of your own.

Access account information:

1. From the Home screen, tap **Apps** → **T-Mobile** folder → **T-Mobile**.
2. Choose from an available category.

Note: Devices and software are constantly evolving—the screen images and icons you see here are for reference only.

Service

If you are a new T-Mobile® customer and your service is not yet activated, call Customer Care at 1-800-937-8997 and a T-Mobile Activations representative will assist you.

You will need the following information when activating service:

- Your Service Agreement and the agent code on your Agreement
- Your name, home address, home phone number, and billing address

Note: For business and government accounts, please provide the name of the organization, the address, and the tax ID.

- Your Social Security number, current driver's license number, and date of birth for credit check purposes
- Your choice of T-Mobile rate plan and services (see **t-mobile.com** for the latest plan information)
- SIM serial number and IMEI number (located on the box barcode label)

Note: Service or use is your agreement to T-Mobile's Terms and Conditions. **T-Mobile requires Arbitration of Disputes unless, for new customers, you opt-out within 30-days, or for existing customers, you previously opted-out**. Failure to activate service within 30-days from purchase will also be considered acceptance. For details, see T-Mobile's Terms and Conditions at T-Mobile.com/terms-conditions.

Phone Functions

Front Image

Back Image

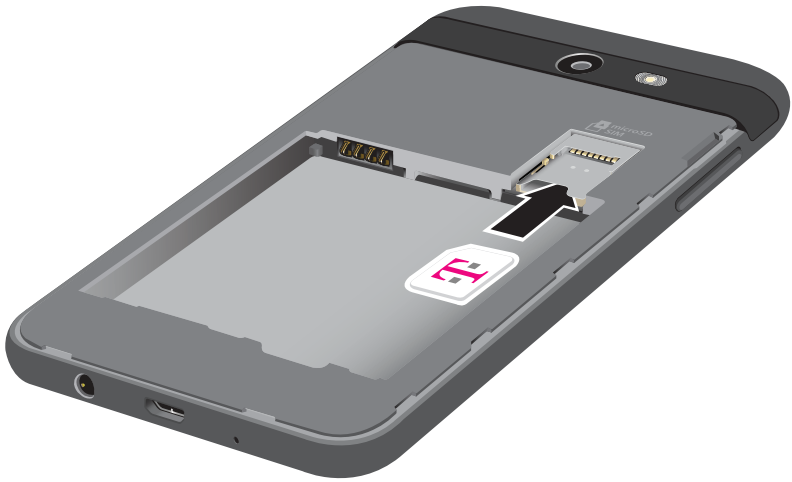
Set Up Your Phone

Remove the Back Cover

- Locate the cover release latch and remove the cover.

Install the SIM Card

- Slide the SIM card into the SIM card slot until it is secured.



Optional: Install a microSD or microSDHC card

Your device supports a removable microSD or microSDHC card (sold separately).

- Slide the memory card into the card slot until it is secured.

Insert the Battery

- Insert the battery, making sure to align the gold contacts and press down to secure the battery.

Replace the Back Cover

- Position the back cover over the battery compartment and press down.

Charge the Device

- Before turning on your device, charge it fully. Be sure to use the charger that came with the device.

Warning: Use only charging devices and batteries that are approved by Samsung. Samsung accessories are designed for your device to maximize battery life. Using other accessories may void your warranty and may cause damage.

Turn Your Phone On and Off

1. To turn ON, press and hold the **Power/Lock** key.
2. To turn OFF, press and hold the **Power/Lock** key and follow the prompts.

Initial Device Configuration

1. Select a language and tap **START** or tap **ACCESSIBILITY** if you are visually impaired or hard of hearing.
2. Follow the prompts to complete setup.

Lock and Unlock the Screen

1. To Lock, press the **Power/Lock** key.
2. To Unlock, press the **Power/Lock** key then swipe your finger across the screen.

Volume and Ringtones

1. From the Home screen, tap **Apps** → **Settings** → **Sounds and vibration**.
2. Tap **Volume** to increase or decrease ringtone volume.
3. Tap **Ringtone** to select a ringtone.

Customize Your Phone

Wallpaper and Widgets

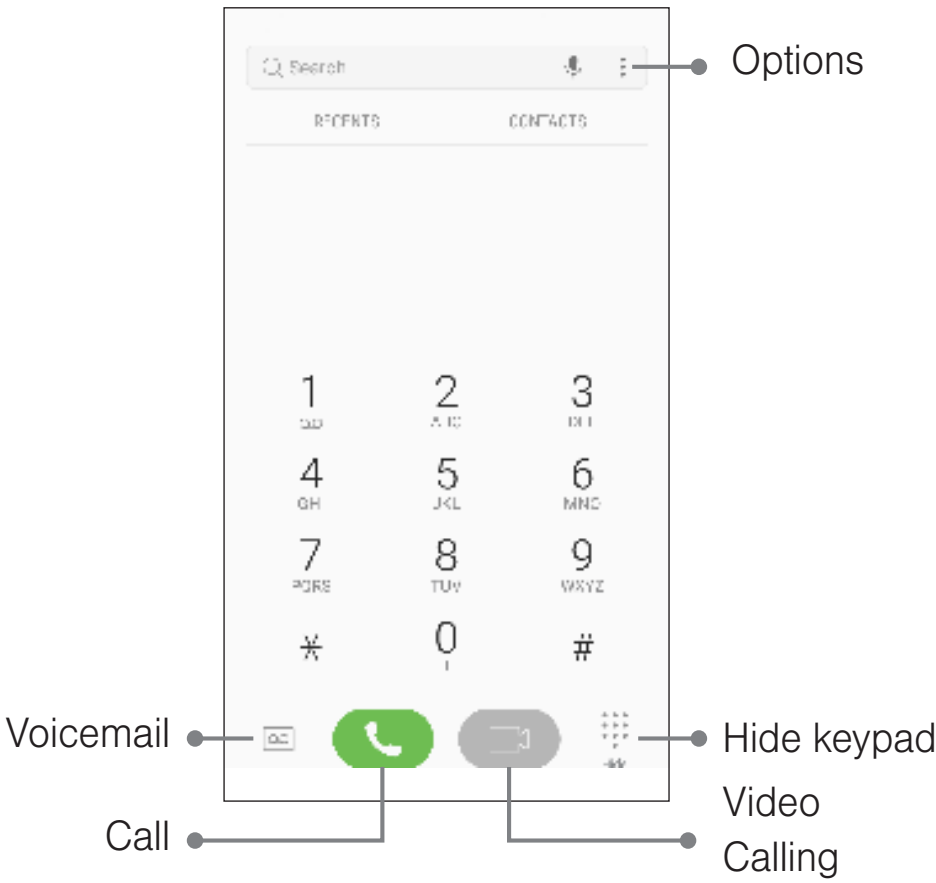
- Touch and hold a blank space on a home screen to access the following options:

  - **Wallpapers and themes**: Change the look of the Home and Lock screens with a variety of wallpapers, icons, and themes.
  - **Widgets**: Widgets act as shortcuts for applications and some device features.
  - **Screen grid**: Change the number of icons that can be placed on a Home screen.

Calling Features

Make a Call

- From the Home screen, tap **Phone**.



Answer a Call

- At the incoming call screen, touch and slide **Answer**.

End a Call

- From within an active call, tap **End call**.

Reject a Call

- At the incoming call screen, touch and slide **Reject** to route the call to your voicemail system.

Wi-Fi Calling

Wi-Fi™ Calling allows you to make and receive phone calls and messages over a Wi-Fi connection.

Important! You must have a 911 emergency address registered with your account. Log into your account at **t-mobile.com**. Go to your profile and follow the menu options to register your address. Corporate accounts may require administrator assistance for 911 address registration.

Enable Wi-Fi Calling

1. From the Home screen, tap **Apps** → **Settings** → **Connections** → **More connection settings** → **Wi-Fi Calling**.
2. Tap the **Wi-Fi Calling** slider to toggle off the feature. Tap it again to activate and register your device with the network.
3. Confirm that Wi-Fi is connected and **Wi-Fi Calling Ready** displays in the Status Bar.

Disable Wi-Fi Calling

1. From the Home screen, tap **Apps** → **Settings** → **Connections** → **More connection settings** → **Wi-Fi Calling**.
2. Tap the **Wi-Fi Calling** slider to toggle off the feature.

Change connection preferences

1. From the Home screen, tap **Apps** → **Settings** → **Connections** → **More connection settings** → **Wi-Fi Calling**.
2. Tap your connection preference.

Voicemail

Set Up Voicemail

1. From the Home screen, tap **Phone**.
2. Touch and hold 1.
3. Follow the prompts to set up your mail box.

Access Voicemail

1. From the Home screen, tap **Phone**.
2. Touch and hold 1.

Visual Voicemail

Visual Voicemail allows you to view, listen and save all voicemails in any order directly from the phone, without calling Voicemail.

Initial Configuration and Setup

1. From the Home screen, tap **Apps** → **T-Mobile** folder → **Visual Voicemail**.
2. Read the information and follow the setup instructions.
3. Tap an on-screen voicemail message to play it back.

Delete Visual Voicemail Messages

1. From the Visual Voicemail application screen, tap the voicemail message you want to delete.
2. Tap **Delete** → **OK**.

Contacts

Create a New Contact

1. From the Home screen, tap **Apps** → **Contacts**.
2. Tap to add a new contact.
3. Enter the contact information.
4. Tap **SAVE**.

Edit a Contact

1. From the Home screen, tap **Apps** → **Contacts**.
2. Tap a contact to view its information, then tap **EDIT**.
3. Tap **SAVE** to store the new entry.

Delete a Contact

1. From the Home screen, tap **Apps** → **Contacts**.
2. Touch and hold a contact name from the list and tap **DELETE**.

Messages

Create and Send a Message

Create and send a message using the Messages app.

1. From the Home screen, tap **Messages**, and then tap .
2. Tap COMPOSE to compose message.
3. Enter the recipient's phone number or email address.
4. Tap the **Enter message** field and use the keypad to enter a message.
   - Tap **Attach** and select a file type.
   - Tap **Emoticons** to choose an emoticon.
5. Review the message and tap SEND.

Gmail

Before you can access Google™ applications, you must first sign into or set up a new Google account.

- From the Home screen, tap **Google** folder → **Gmail**.
  - Tap **Add an email address** to create a new account or to log into an existing Gmail account.
  - Tap **TAKE ME TO GMAIL** if you have an account setup on your device.

Set Up Your Email Account

Check email on the go with popular Internet-based email accounts.

1. From the Home screen, tap **Email**.
2. Enter your email address and password into the appropriate fields and tap **SIGN IN**.
3. Follow the prompts to complete setup.
4. Tap **Done** to store the new account.

Connections

Connect to Bluetooth

1. From the Home screen, tap **Apps** → **Settings** → **Connections** → **Bluetooth**.
2. Tap **On/Off** to turn on Bluetooth™.
3. Tap a device from the list to initiate pairing.
4. Enter the passkey/PIN code, if required, and tap **OK**.
5. Once successfully paired to an external device, displays in the status bar.

Connect to Wi-Fi

1. From the Home screen, tap **Apps** → **Settings** → **Connections** → **Wi-Fi**.
2. Touch and slide the **Wi-Fi**™ slider to the right to turn it on.
3. Tap a network in which to connect and enter the password if prompted. When connected displays in the status bar.

Mobile HotSpot

Turn your device in to a Mobile HotSpot. The feature works best when used in conjunction with 4G/LTE data services.

Note: You must have qualifying service on your account in order to use the Mobile HotSpot.

Activate Mobile HotSpot service

1. From the Home screen, tap **Apps** → **Settings** → **Connections** → **Mobile HotSpot and Tethering** → **Mobile HotSpot**.
2. Tap the **Mobile HotSpot** slider to turn it on.
3. Edit the **Network name** field and then create a new Network SSID name.
4. Enable the **Broadcast network** name (SSID) field if you would like to broadcast your SSID name to nearby devices.
5. Verify the **Security** field is set to WPA2 PSK
6. Enter a new password.
7. Tap **SAVE** to store the new settings.
8. When connected displays in the Status bar.

Change the Mobile HotSpot password

1. From the Mobile HotSpot screen, tap **Mobile HotSpot → MORE → Configure Mobile HotSpot**.
2. With security enabled, delete the previous password and enter a new one into the **Password** field.
3. Tap **SAVE** to store the new settings.

Note: During the initial setup process, the connection is not secure. It is recommended that you maintain a secure connection by using a password for communication. Using your 4G service and device Mobile HotSpot drains your device battery. To keep using the device as a HotSpot have it connected to a power supply.

USB Tethering

Share your device's mobile data connection via a direct USB connection between your device and a single computer.

- If additional software or USB drivers are required, visit: **samsung.com/us/support/downloads.**
- You must have qualifying service on your account in order to use this feature.

Connect using USB Tethering

1. From the Home screen, tap **Apps** → **Settings** → → **Connections** → **Mobile HotSpot and Tethering**.
2. Plug in the USB cable between your computer and your device. Tap the **USB tethering** option. A Tethering or HotSpot active notification briefly displays on the screen. When connected displays in the Status bar.

Disconnect USB tethering

1. From the Home screen, tap **Apps** → **Settings** → **Mobile HotSpot and Tethering**.
2. Tap **USB tethering** to deactivate the feature.
3. Remove the USB cable from the device.

Apps & More

Install Apps

Find new apps to download and install on your device.

- **Play Store**: Download new apps from the Google Play store.
  Visit **play.google.com/store/apps** to learn more.
- **Galaxy Apps**: view and download Samsung apps that are optimized for use with Galaxy devices. Visit **samsung.com/levant/apps/mobile/galaxyapps**.

Samsung Smart Switch

Easily transfer your photos, videos, music, apps and more with Samsung Smart Switch™. Get started today at **samsungsmartswitch.com**.

T-Mobile Name ID

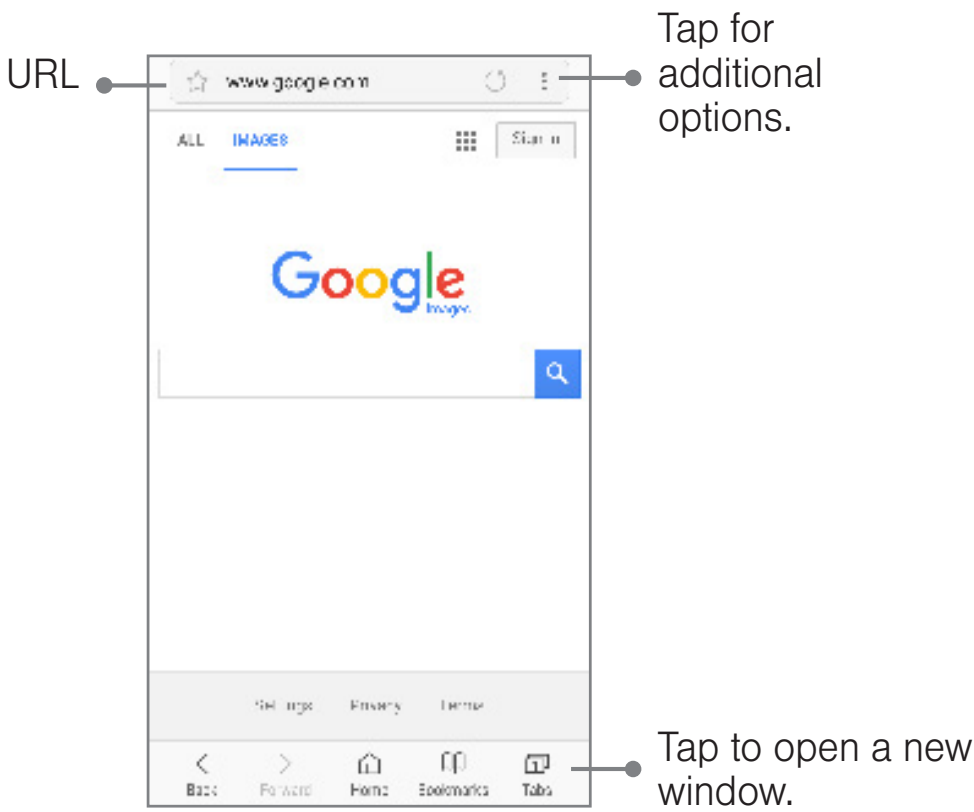
T-Mobile Name ID identifies callers, displaying Name, City and State even if the caller is not in your contacts list. It is an optional add-on feature that can be purchased directly from your phone for an additional monthly charge. A one time 30 day trial is included with the phone.

1. From the Home screen, tap **Apps** → **T-Mobile** folder → **T-Mobile Name ID**.
2. Choose an on-screen option.

Internet

Take the Internet on the go, get the latest news, weather and follow your stocks.

- From the Home screen, tap **Internet**.



Enter a URL

You can access a website quickly by entering the URL.

- From the homepage tap the URL field at the top of the screen, enter the URL and tap **Go** on your keyboard.

Add a new tab

1. From your browser window, tap **Tabs** → **NEW TAB**. A new browser window displays.
2. Tap **Tabs** to see the open windows, and tap a window to view it.

Camera

Take pictures and record videos with the Camera app.

Take a Photo

- From the Home screen, tap **Camera**.
  - Tap to take a photo.
  - Tap or swipe up to take selfies.
  - Swipe up or down to switch between the front and the rear camera.
  - Swipe right to select a shooting mode.
  - Swipe left to select a shooting effect.

Take a Video

- From the Home screen, tap **Camera**.
  - Tap to start recording.
  - Tap to capture a picture while recording.
  - Tap to pause recording.
  - Tap to finish recording a video.

Security

Lock Screen

Use your device's screen lock features to secure your device.

- From the Home screen, tap **Apps** → **Settings** → **Lock screen and security** → **Screen lock type**.

Legal

APPROVED FIRMWARE VERSIONS

This device will only operate with firmware versions that have been approved for use by T-Mobile and the device manufacturer. If unauthorized firmware is placed on the device it will not function.

INFORMATION ABOUT SAFEGUARDING HANDSETS

T-Mobile encourages customers to take appropriate measures to secure their handsets and invites them to take advantage of the features available on this handset to help secure it from theft and/or other unauthorized access and use. This handset has a locking function (e.g., user-defined codes or patterns) that can serve as a first line of defense against unauthorized use or access to stored information. Preloaded security applications that allow customers to track or locate misplaced devices can be found on several T-Mobile devices. Lost or stolen devices should be immediately reported to T-Mobile so that proper measures can be taken to protect accounts. For additional information, visit: **www.t-mobile.com/devicesecurity** and **http://www.t-mobile.com/Company/PrivacyResources.aspx**.

EMERGENCY DIALING

Although all phones are equipped with 9-1-1 emergency calling, this phone may or may not permit its location to be approximated during a 9-1-1 call.*

* Availability of this feature depends on upgrades to the (a) wireless network and (b)
9-1-1 calling system that are required to be installed by the local 9-1-1 response agency or public safety answering point (PSAP); these upgrades may not be available everywhere within our wireless coverage area or your roaming area. This approximation of the phone's location and the transmittal of location information are subject to emergency situations, transmission limits, network problems/limitations, interconnecting carrier problems, your phone, buildings/tunnels, signal strength and atmospheric/topographical conditions, and may be curtailed, interrupted, dropped or refused. The phone's approximate location is transmitted to the local 9-1-1 response agency or PSAP while the call is in progress; this approximation is intended solely to aid the PSAP in dispatching emergency assistance or to limit the search area for emergency services personnel. You should not rely solely on a phone for essential communications (such as a medical or other emergency). Please see T-Mobile's Terms and Conditions and Privacy Policy for additional service restrictions and details.

ADDITIONAL INFORMATION

Use of some content or features may incur separate, additional charges and/or require qualifying service, or access to a Wi-Fi connection.

Smartphone Mobile HotSpot: Qualifying service required. Plan data allotment applies. Roaming and on-network data allotments differ; see your selected service for details. Use of connected devices subject to T-Mobile Terms and Conditions.

Hearing Aid Compatibility: This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Wi-Fi: Device will not transition between Wi-Fi and the cellular network. Devices using wireless connections may be vulnerable to unauthorized attempts to access data and software stored on the device. Plan data allotment applies to use by connected devices sharing

Wi-Fi. Use of connected devices subject to T-Mobile's Terms and Conditions.

Wi-Fi Calling: Wi-Fi connection required; may decrement plan minutes. Most devices will not transition between Wi-Fi and the cellular network. See your selected service for details.

Devices, accessories, and screen images are simulated. **Coverage** not available in some areas. See **Terms and Conditions (including arbitration provision)** at T-Mobile.com, for rate plan information, charges for features and services, and restrictions and details, **including important limitations on availability and reliability of 9-1-1 emergency service when using Wi-Fi calling**.

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